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Thursday, October 19, 2000

MS Exchange Users Handbook
by Sue Mosher
29th Street Press
**ISBN:** 1882419529   **Pub Date:** 03/01/97   Buy It

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Saving Messages

You can save messages outside of Exchange in three different formats — as a message format (.msg) file that includes all the header information, as a text-only (.txt) file, or as a rich-text (.rtf) file that preserves all the formatting. A single message can be saved in any of the three formats, either from the open message or from the Exchange Viewer window.
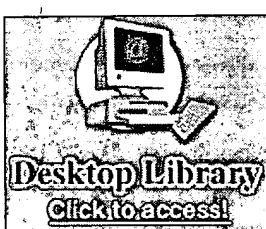
If you select multiple messages in the Exchange Viewer, those messages can be saved only as a .txt file. They are saved in a single .txt file, in the order that you selected them from the Exchange Viewer window. When you save messages to an existing .txt file, you have the option to overwrite the file or to append to it.

To save the selected message(s), follow these steps:

1. Choose File, Save As.
2. In the Save As dialog box shown in Figure 12.6, use the "Save in" list to browse your drive for the folder where you want to save the file.
3. Select "Save the Message(s) only."
4. Choose the "Save as type," either Text Only, Rich Text Format, or Message Format.
5. Click the Save button.
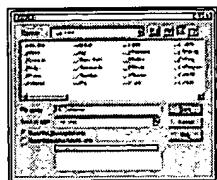
Figure 12.6 You can save a message to your local drive either as a text file, as a message file (including any attachments), or just as an attachment.

Viewing the Internet Headers

Messages received from the Internet carry header information to indicate where a message originated and how it was routed to you. To see the header for a message, choose File, Properties and switch to the Internet tab (Figure 12.7) or, for Internet messages received through a Microsoft Exchange server, to the Headers tab.
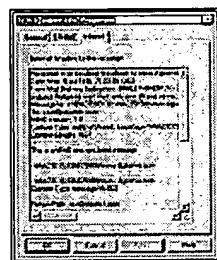
Figure 12.7 The header for an Internet message can help you determine exactly where the message came from and how it was structured.

With the mouse, you can select the header, then press Ctrl+C to copy the header to the clipboard so you can paste it into another application (e.g., Notepad) to better view the header information. We don't have the space in this book to go into the details of reading Internet headers, but many good references are available.

Opening File Attachments

If a message includes an attached file, as indicated by the paper clip icon in the Exchange Viewer, open the message, then double-click the file icon to open the attached file using the application associated with the file type (see the sidebar "File Type Associations" on page 325 in Chapter 14).

To save an attachment as a separate file to your hard drive, follow these steps:

1. Choose File, Save As.
2. In the Save As dialog box shown in Figure 12.6, use the "Save in" list to browse your drive for the folder where you want to save the file.
3. Select "Save these Attachments only."

Special Note: Only other users of Exchange will be able to read the attached messages if you forward multiple messages using the technique depicted in Figure 12.10. If you need to forward several messages to someone using a different mail program, use Insert, Message instead. Select multiple messages in the Insert Message dialog box, then choose to insert as "Text only" (see "Inserting Files, Messages, and Objects," page 259 in Chapter 11).

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4. Select the attachment(s) you want to save.

5. Click the Save button.

You can perform this operation either from the open message or from the Exchange Viewer window. In other words, the message doesn't have to be open; you can select it in the Exchange Viewer, then choose File, Save As to save the attachment.

Activating Internet Links

When quoting incoming messages in your replies, use just enough of the original text to get the meaning across.

In messages received by the Microsoft Exchange Server clients, links to Internet resources appear in underlined blue text, just as they would in the default colors for a typical Internet browser (see Figure 12.8 for an example of the underlined text). If you move the pointer over this text, it changes to an arrow. Click on an underlined http link to start your Internet browser and go to the World Wide Web site. If the link is a mailto link rather than an http link, a New Message window opens with the address of the recipient filled in.
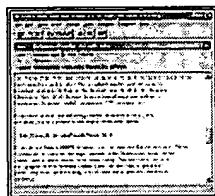
Figure 12.8 Click the underlined (blue) text in the Exchange Server client to activate the Internet link.

To get this same feature with the operating system versions of Exchange, install Deming Preview, an add-on for Exchange included on the accompanying CD. See "Adding a Preview Pane," page 243 in Chapter 10.

Replying to and Forwarding Messages

One of the advantages of e-mail is the ease with which you can reply to or forward a message. The techniques are quite simple. But if you want to be an effective e-mail user, you need to consider the content of your replies and cover notes — in particular, how much text of the incoming message to quote in your own message and how to make that text stand out.
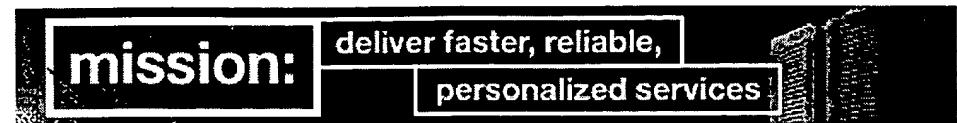
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Replying to Messages

To reply either to an open message or to the message selected in the Exchange Viewer, click the Reply to Sender or Reply to All button, or choose Compose, Reply to Sender or Compose, Reply to All. The message opens in a new message window (Figure 12.9) with the addresses already in the To and Cc boxes (Bcc recipients do not receive replies). In some cases, Reply to All may include your own address in the To box; if this happens, just delete your address.
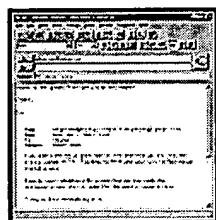
Figure 12.9 When you reply to a message, Exchange automatically fills in the addresses and quotes the incoming message, indenting the message text and including header information.

If there was an attachment in the original message, the reply will include a reference to the file, but not the file itself. Exchange assumes that the person you are replying to already has a copy.

Forwarding Messages

To forward a selected message, choose Compose, Forward. A new message window opens, containing the text of the incoming message, plus any attached files. Enter the addresses of people you want to forward to, just as you would for a new message. Type in a cover note if you want.

You also can select multiple messages in the Exchange Viewer and forward them. Instead of appearing as text, the way a single forwarded message does, these messages will appear as attachments in your new message, using the message file (.msg) format, as shown in Figure 12.10.
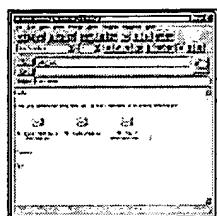
Figure 12.10 When multiple messages are forwarded, they look like file attachments.

Dealing with Custom Messages

Not all incoming messages open in the familiar message window. A Schedule+ meeting request, such as that shown in Figure 12.11, is a good example of a custom message type.
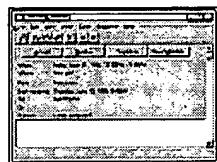
Figure 12.11 Use the Accept, Decline, or Tentative button, rather than the Reply button, to respond to a Schedule+ meeting request.

When you see special buttons on a message such as this, it's safe to assume the buttons are there for a reason. Use the appropriate action button instead of the normal Reply or Reply to All option.

Quoting Incoming Messages

As soon as your e-mail volume exceeds a couple dozen messages a day, you may find that it's increasingly difficult to recall the earlier portions of a message exchange. This is especially true with mailing lists (which we'll discuss more in Chapter 22, "Working with Internet E-Mail"), where several days may separate the original message and subsequent replies.

The standard method for dealing with this is to quote as much of the original message as necessary to make your meaning clear. Two approaches are recommended, depending on whether or not you're responding point by point:

- ○ If you are responding individually to a series of questions or points in the original message, quote each original question, then add your response.
- ○ If you are responding to the whole incoming message, put that response at the top of the message. Below, include enough of the original message to get the point across.

In either case, remove extraneous material from the original message and rearrange it as needed, but don't edit the remaining text of the message.

On the Internet, it's customary to set off quoted text with a character, usually >, at the beginning of each line. Another way to show that text is included from another message is to put >> at the beginning of the quoted text and << at the end.

Exchange doesn't use either of these methods, though you can employ them with WordMail macros or with add-ons such as Internet Idioms, which is on the CD, and Exchange Buddy, which is listed in Appendix B, "Exchange Resources." However, Exchange does have its own method for setting off quotes. On the Read tab (accessed through Tools, Options — see Figure 12.5), you see two choices under "When replying or forwarding an item":

- ○ Include the original text when replying
- ○ Indent the original text when replying

By default, Exchange uses blue, 10-point Arial text for your reply. To change this, click the Font button. The indenting and blue text will be seen only by recipients capable of handling RTF messages. If you're sending to people who aren't using Exchange, you also may want to use the more traditional quoting method described above.

Tips and Tricks

Many of the utilities developed to enhance Exchange focus on receiving messages. In this section, we spotlight several tools to help you protect against viruses, automatically download your mail, and get alerts when important messages arrive.

Protecting Against Viruses

Eventually, someone is likely to send you a well-meant message about the Good Times virus, which supposedly will wreck your computer if you open an e-mail message with the subject "Good Times." This message, which has been going around for months if not years, is a hoax. You cannot infect your computer with a virus just by opening an e-mail message. However, the threat of viruses being spread through e-mail is real, in the form of attached files. Because it's easy to open attachments by double-clicking them, your system's virus defenses, which depend on files being written separately to the hard drive, are often bypassed.

One of the most recent virus-fighting developments is the advent of Exchange add-ons, such as ThunderBYTE and VirusEx, which inspect file attachments before you open them and warn you of any virus problems. Beta versions of these add-ons are included on the CD.

RE: Internet Options - Microsoft Exchange

File Edit View Insert Format Tools Security Compose Help

To... albigenses@topkapi.com

Cc...

Subject: RE: Internet Options

Thanks for the update. That's going to be very helpful!

Cheers,

Sue

From: albigenses@topkapi.com[SMTP:albigenses@topkapi.com]
Sent: Friday, April 12, 1996 11:02 AM
**To:** SMosher
Subject: Internet Options

If you have a terminal program such as Procomm then you may now dial into our system WITHOUT putting the /PPP after your name for Text-Base internet access.

If you do much telnetting or ftp access then you may prefer the text-based access which is faster than the graphics based access.

To log on, if you normally log on as:

7

FIG. 12.9

New utilities - Microsoft Exchange

File Edit View Insert Format Tools Security Compose Help

Arial (Western) 10 **B** *I* U

To: Celly Frank

Cc:

Subject: New utilities
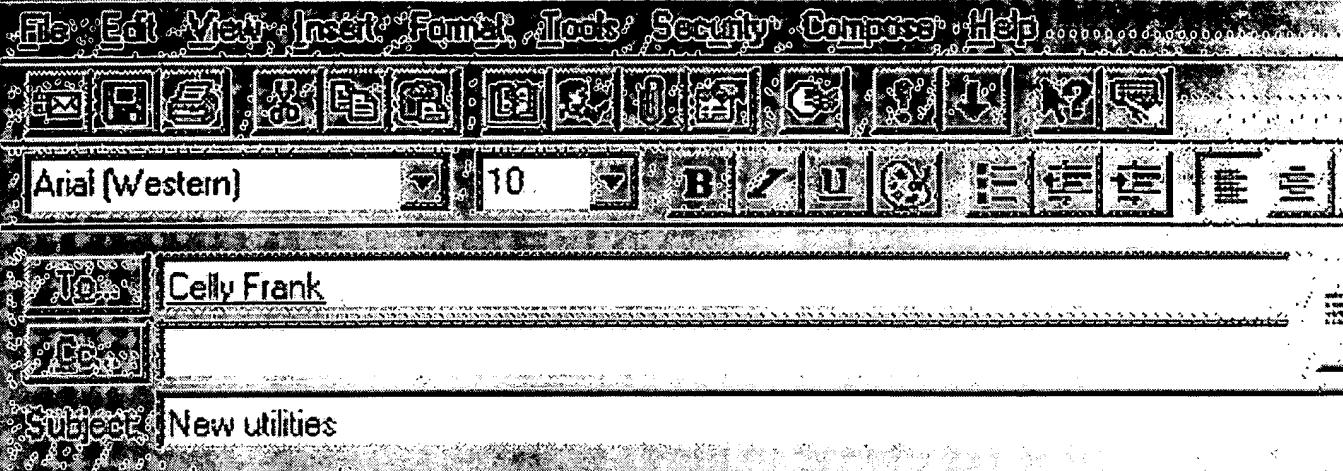
Celly,

Can you download and test the utilities referred to in these messages?

RE: Import Anything to   RE: Eudora feature   RE: http://
      PAB release   www.microsoft...

Thanks,

Sue

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FIG 12.10
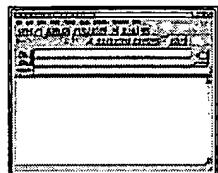
Figure 11.1 A new message starts with a blank form where you enter the address, subject, and text. The large Send button on the right only appears on Exchange Server clients.

Working with the Toolbars

As with the Exchange Viewer, you can customize the main toolbar (the one on top) in the New Message window. Table 11.1 lists the available toolbar buttons, indicating which appear on the default toolbar and which are available only for Exchange Server clients.

Table 11.1 Message Window Toolbar Buttons

Button	Name	Description	Default	Exchange Server Clients Only
	File – Send	Save the message to the Outbox, ready for delivery		X
	File – Save	Save the message to the Inbox as a draft	X	
	File – Move	Move the message to another folder		
	File – Copy	Copy the message to another folder		
	File – Delete	Delete the message		
	File – Properties	View and edit the properties for the message		X
	File – Print	Print the message		X
	File – Properties – Read Receipt	Get a message from the recipient when your message has been read		X
	File – Properties – Importance: High	Mark the message as highly important		X
	File – Properties – Importance: Low	Mark the message as less important		X
	Edit – Undo	Undo the last changes made to the message		
	Edit – Cut	Delete the selection and copy it to the Windows clipboard		X
	Edit – Copy	Copy the selection to the Windows clipboard		X
	Edit – Paste	Copy the contents of the clipboard into the message		X
	Edit – Select All	Select the entire text of the message		
	Edit – Find	Search for text		
	Edit – Replace	Search for text and replace		

▲ View – Previous Open the previous message listed in the Viewer	
▼ View – Next Open the next message listed in the Viewer	
Insert – File Attach a file to the message X	
Insert – AutoSignature Insert a selected AutoSignature into the message X	
Insert – Message Insert a message, form, or file stored in an Exchange folder into the message	
Insert – Object Insert an imbedded object, such as a Microsoft Word document, into the message	
Tools – Address Display the Address Book, where you can select recipients and add new entries X	
Tools – Check Names Match the names in the To, Cc, and Bcc boxes with the actual addresses in the Address Book X	
Tools – Spelling Check the spelling of a selected word or an entire message	
Compose – New Message Start a new message in another window	
Help Get help about any element in the New Message window X	
Security – Seal Message Encryption Use Exchange Server security to encrypt the message with X X	
Security – Digitally Sign Message Use Exchange Server security to add a digital signature X X	

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